

Guidance Notes for Trustees of Pension Schemes

Informing your pension scheme members of the proposed transfer to ReAssure

Although you are the Trustee of the pension scheme, the pension scheme members are also affected by these proposals and so need to be made aware of them. It is your responsibility to make sure all pension scheme members know about the changes explained in the enclosed Scheme Guide. As confirmed by you recently, you will make your pension scheme members aware of the proposed transfer. To assist you, we have provided these guidance notes.

You can find our customer information pack, that you must send to your pension scheme members, online at legalandgeneral.com/policytransfer under the section headed '**Important Documents – Pension Scheme Members**'.

The customer information pack consists of:

- Covering letter template for your pension scheme members.
- Scheme Guide.

To ensure that your pension scheme members receive the information in time to consider whether they are adversely affected, please send them the information pack within three weeks of receiving this communication.

What should you do now?

Covering Letter:

The covering letter template has been tailored for members of pension schemes. All you need to do is save the appropriate covering letter template to your computer; and for the pension scheme listed at the front of your letter, insert the contract name and number (that can also be found on the front page of your letter), and mail merge it with your members' mailing list. Please do not make any other changes to the letter, as this is a legal document with wording that has been agreed with the Courts. You will need the following information from your own systems:

- Member's name
- Member's salutation
- Member's address

Scheme Guide:

Download the Scheme Guide and print it. It should then be enclosed with your completed covering letter and sent to each of your pension scheme members. Alternatively, you could email both the completed covering letter and Scheme Guide to your members.

Further information

If you have any questions about the process or need printed hard copies of the Scheme Guide, please contact our **Policy Transfer Helpline*** on **0800 048 1026** (UK-Freephone) or **+44 1273 374130** (International calls) or, email* us at scheme.response@landg.com

Additionally, if any member of your pension scheme contacts you with any questions or concerns about the proposed transfer or if they consider that they may be adversely affected, please ask them to contact our **Policy Transfer Helpline*** on **0800 048 1026** (UK-Freephone) or **+44 1273 374130** (International calls) or, email* us at scheme.response@landg.com

*Opening hours: Monday to Friday, 9am to 5pm. For international calls, call charges will vary. We will record and monitor calls. Be aware that email isn't a secure method of communication.

Q0058791 July 2019

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